



Michigan Supreme Court

State Court Administrative Office

Trial Court Services Division

Michigan Hall of Justice

P.O. Box 30048

Lansing, Michigan 48909

Phone (517) 373-4835

Jennifer Warner
Director

MEMORANDUM

DATE: December 11, 2015

TO: All Court Staff

FROM: Jennifer Warner, Director of Trial Court Services

RE: Customer Service Improvements in Trial Court Services

Have you asked specialized questions about district, circuit, and probate court operations, problem-solving court grants, foreign language interpreter and court reporter/recorder certification, or forms and manuals? If so, you've likely worked with members of the Trial Court Services division of the SCAO (listed below).

ReNita Antoine	Dian Gonyea	Katha Moye	Denice Purves
Noah Bradow	Dana Graham	Michele Muscat	Matt Walker
Sheryl Doud	Jim Inloes	Thomas Meyers	Jennifer Warner
Robin Eagleson	Carol Knudsen	Julia Norton	Stacy Westra
Lauren Fetner	Deborah Marks	Marie Pappas	
Amy Garoushi	Bobbi Morrow	Jessica Parks	

Trial Court Services is working hard to improve your experience with us so that we excel in every aspect of customer service. That's why we are implementing a new customer-service platform that will allow us to better serve you by ensuring that your question or request is brought to the attention of a group of professionals with expertise in that area. In the past, you may have been accustomed to e-mailing individual people in Trial Court Services for support. You may still do so, but going forward we encourage you to e-mail TrialCourtServices@courts.mi.gov instead. When you do, your request is immediately routed to the appropriate analyst and, if the person you normally contact is out of the office, another subject matter expert will assist you, speeding the delivery of information to you.

If you are accustomed to working with the regional offices or other divisions of the SCAO, please do not hesitate to continue contacting them as you always have. The new platform only affects the Trial Court Services division and is not meant to change your interactions with others that you depend upon.

When you send a question to TrialCourtServices@courts.mi.gov, you will receive a reply that we have received your request. The reply will contain a link to track the progress of your request. Although the initial response is automated, please know that the same individuals you have worked with in the past are hard at work assisting you. After the initial automated e-mail, the responses you receive from us will contain the name of the person who is responding so you'll always know who is working on your inquiry.

We expect to launch the new customer service platform - called Zendesk - on December 14, 2015. We thank you for your support as we work to serve you better. If you have comments or questions about customer service in Trial Court Services, please contact me at TrialCourtServices@courts.mi.gov or 517-373-7454.